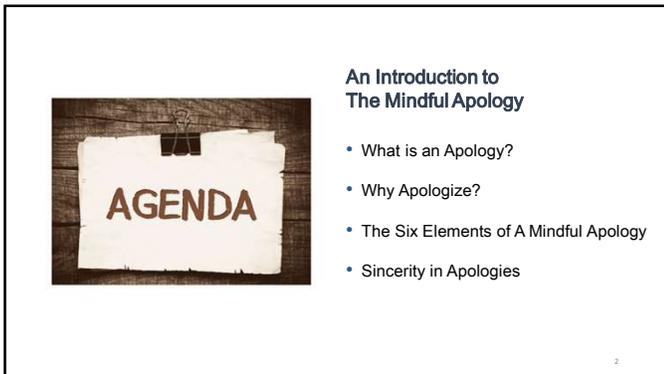
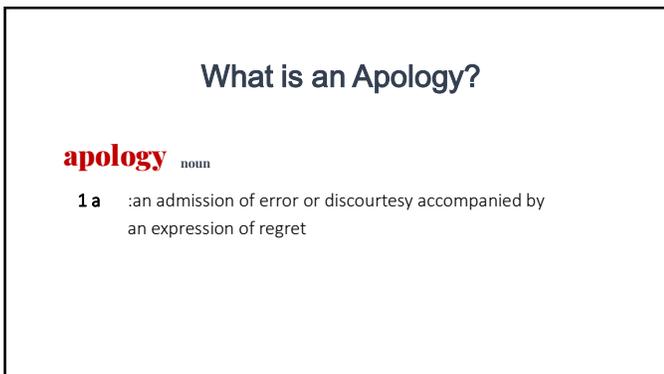




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"I lost my temper and yelled at you in front of our team, which I realize was hurtful and humiliating to you."

Oops...
something went wrong



2. Explain What Went Wrong

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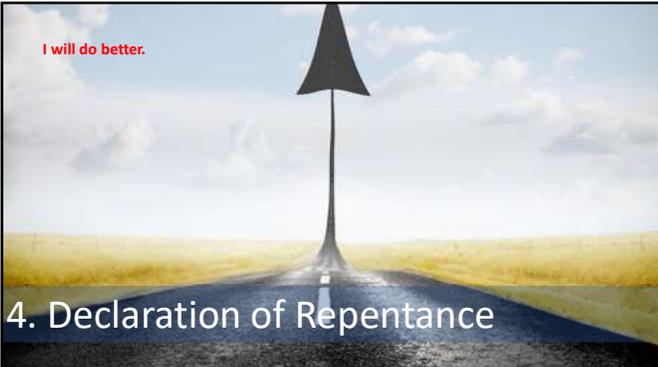
I Was Wrong.

I was wrong, and I should never have done that.

3. Acknowledgment of Responsibility

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I will do better.



4. Declaration of Repentance

18

5. Offer of Repair

"I would like to start by acknowledging to the rest of the team that I was wrong for yelling at you.

Would you be comfortable with that, Alex?"



19

"I hope you can forgive me and that you would consider staying on this team."



6. Ask for Forgiveness

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POLL #1



What is the most important element of the apology?

What is the least important element of the apology?

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POLL #2



Which element is the hardest to include when making an apology?

22

The Six Elements of a Mindful Apology



1. Expression of Regret
2. Explanation of What Went Wrong
3. Acknowledgement of Responsibility
4. Declaration of Repentance
5. Offer of Repair
6. Request for Forgiveness

Source: An Exploration of the Structure of Effective Apologies. Lewicki, Polin. April 2016

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What makes an apology *sincere*?



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“ I’m sorry **that you...** ”

Blame-Shifting Apology

Source: Ghana News | MyJoyOnline.com

28

“ I’m sorry. I realize that **MY ACTIONS MADE you...** ”

Cures the Blame!

29

“ I’m sorry **but...** ”

Excuse-Making Apology

Source: Ghana News | MyJoyOnline.com

30



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33

“ I am sorry – it was just a joke. ”

Unapologetic Apology

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POLL #3



Have you used any of these Apology Spoilers?

Which one of these Apology Spoilers surprise you the most?

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FMCS Institute Additional Apology Training

- Use of Apology in Mediation
- Timing of Apology
- Liability of Apology
- Sincere Non-Apology
- Why it is so hard to apologize
- Forgiveness and other outcomes
- Apology Not Accepted

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We're Sorry!
We've reached the end!

- Reflect
- Assess
- Practice!
- Implement

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